

VIRTUAL ASSISTANT | SHOPIFY LISTER | SOCIAL MEDIA MANAGER

JESSA DE CASTRO DONCILLO

CONTACT

Philippines

PROFESSIONAL SUMMARY

Reliable and detail-oriented Virtual Assistant with experience in product listing, social media management, and customer support. With a background as a Customer Service Representative for healthcare and food delivery accounts, I bring strong communication skills, problem-solving ability, and a client-first approach to every task. I help businesses stay organized, improve customer experience, and grow their online presence efficiently.

CORE SKILLS

PRODUCT LISTING (ECOMMERCE)

- PRODUCT RESEARCH AND COMPETITOR ANALYSIS
- SEO-FRIENDLY PRODUCT TITLES AND DESCRIPTIONS
- KEYWORD RESEARCH (BASIC SEO)
- PRODUCT UPLOADING (SHOPIFY, WOOCOMMERCE, SHOPEE, LAZADA)
- PRODUCT CATEGORIZATION AND TAGGING
- VARIANT SETUP (SIZE, COLOR, SKU)
- INVENTORY MANAGEMENT
- BASIC HTML FORMATTING
- IMAGE EDITING (CANVA, BASIC PHOTOSHOP)
- STRONG ATTENTION TO DETAIL

VIRTUAL ASSISTANT

- EMAIL AND CALENDAR MANAGEMENT
- DATA ENTRY AND FILE ORGANIZATION
- INTERNET RESEARCH
- CUSTOMER SUPPORT (CHAT/EMAIL)
- APPOINTMENT SCHEDULING
- TASK MANAGEMENT TOOLS (TRELLO, ASANA, CLICKUP)
- COLD CALLING

SOCIAL MEDIA MANAGER

- CONTENT PLANNING AND SCHEDULING
- COPYWRITING (CAPTIONS, HOOKS, CALL-TO-ACTIONS)
- GRAPHIC DESIGN (CANVA)
- TASK MANAGEMENT TOOLS (TRELLO, ASANA, CLICKUP)
- GOOGLE WORKSPACE (DOCS, SHEETS, DRIVE)

TOOLS & SOFTWARE

- SHOPIFY, WEB DEVELOPER
- CANVA, CAPCUT, ZENDESK, ZOHO OFFICE SUITE
- META BUSINESS SUITE, HOOTSUITE, BUFFER
- GOOGLE WORKSPACE (DOCS, SHEETS, DRIVE)
- TRELLO, ASANA, NOTION, SLACK,BOB,BLISS

CLIENT-READY VALUE

- STRONG COMMUNICATION AND EMPATHY WITH CUSTOMERS
- FAST LEARNER AND ADAPTABLE TO DIFFERENT TOOLS AND SYSTEMS
- ORGANIZED, DETAIL-ORIENTED, AND DEADLINE-DRIVEN
- COMMITTED TO HELPING CLIENTS SAVE TIME AND SCALE OPERATIONS

🎓 TRAINING & CERTIFICATIONS

Intensive One-on-One Coaching Program (2026)

- Social Media Management: Strategic content planning, audience engagement, and performance optimization
- Shopify Product Listing: SEO-driven product optimization, variant structuring, and conversion-focused descriptions
- Virtual Assistance: Streamlined administrative support, inbox and calendar management, and workflow organization
- Applied real-world client scenarios to ensure efficiency, accuracy, and business-focused results

EXPERIENCE

VIRTUAL ASSISTANT SHOPIFY LISTER (JANUARY 2025- APRIL 2026)

Remote | Freelance

- Managed daily administrative tasks including email handling, calendar scheduling, and client coordination
- Provided customer support via email and chat, ensuring timely and professional responses
- Assisted in file management, and process documentation
- Expertly manage the full order lifecycle from variant setup and data entry to coordinating production schedules and status updates between suppliers and clients to ensure seamless delivery to the customer

CUSTOMER SERVICE REPRESENTATIVE (JANUARY 20223 MARCH 2026)

WORK FROM HOME

- Promoted to **Retention Agent** and **Subject Matter Expert**, mentoring team members and improving team efficiency.
- Delivered high quality support across **chat**, **email**, and **phone**, increasing customer satisfaction by 15%.
- Reduced customer loss by 12% through effective problem solving and retention strategies.
- Improved response time by 30% while handling multiple interactions simultaneously.
- Strengthened customer loyalty through personalized support and issue resolution.
- Managed full account lifecycle, resolving complex order, logistics, refunds, and account issues accurately and efficiently, while providing high quality support for **healthcare** and **food delivery accounts.**